

U.S. Army Space Command  
ATTN: SMDC-AR-CM  
1670 N. Newport Road, Suite 211  
Colorado Springs, CO 80916-2749

March 19, 2001

TO WHOM IT MAY CONCERN:

The attached Past Performance Questionnaire is being provided by a contractor that has supported you in the recent past or is currently supporting you. We need recent past performance information for this contractor relevant to engineering and technical services supporting space exploitation initiatives. We understand your time is valuable so will accept past performance information in whatever way is most convenient for you. We need you to provide performance information you have on file, or identify how we can access any automated system you have input this contractor's performance information or complete this questionnaire if no performance information record is available.

I would appreciate your prompt attention and response to provide past performance information. As a source selection is pending, it is crucial that you fax your response to us. The fax is located within a contracting organization and is not subject to contractor release or purview.

Questions regarding this request or additional comments or sources relevant to the performance of this contractor may be directed to Ms. Carol Alkhafi as DSN 692-8827, commercial (719) 554-8827, carol.alkhafi@arspace.army.mil or the undersigned at DSN 692-8820, commercial (719) 554-8820 mary.gorman@arspace.army.mil. Our fax number is extension 8838. Again, thank you for your prompt attention and candid response.

Best Regards,

MARY L. GORMAN  
Director of Contracting

## TO BE COMPLETED BY THE OFFEROR

☐ Engineering & Technical Services    ☐ Research & Development    ☐ Training  
☐ Space Control Concept Development    ☐ Intelligence Systems Analysis & Integration  
☐ Simulation & modeling    ☐ Operational Support    ☐ Rapid prototyping  
☐ Software development    ☐ C4I Experiments    ☐ Multimedia Support

### TO BE COMPLETED BY THE EVALUATING ORGANIZATION REPRESENTATIVE

## b. Agency Description:

d. Evaluator E-Mail:

## PAST PERFORMANCE QUESTIONNAIRE

### IV. EVALUATION.

#### a. **QUALITY OF PRODUCT/SERVICES.**

1. To what extent did contractor meet all contract performance requirements? If this is a task order type contract, to what extent did the contractor meet all task order requirements?

- ☐ Consistently met all contract requirements and exceeded many
- ☐ Met contract requirements and exceeded some contract requirements
- ☐ Met contract requirements
- ☐ Did not meet some contract requirements and did not identify corrective actions
- ☐ Did not meet most contract requirements

Comments:

#### b. **SCHEDULE.**

1. Did contractor meet milestones for the project?

- ☐ Consistently met all milestones and exceeded many
- ☐ Met milestones and exceeded one or more CRITICAL milestones
- ☐ Met all CRITICAL milestones
- ☐ Did not meet some CRITICAL milestones and did not identify corrective actions
- ☐ Did not meet most milestones

Comments:

2. To what extent was documentation (to include change order proposals) submitted on time?

- ☐ Consistently ahead of schedule and demonstrated value to the program/project
- ☐ Met delivery dates and delivered many reports early
- ☐ Met delivery dates requirements
- ☐ Did not meet some requirements and did not identify corrective actions
- ☐ Did not meet most delivery dates

Comments: What mode of transmittal were used (e.g., electronic, hard copy)?

## PAST PERFORMANCE QUESTIONNAIRE

### c. COST CONTROLS.

1. Did the contractor's final contract cost result in -

- ☐ Valued re-use of "excess" funds
- ☐ An Under-run
- ☐ Target Cost
- ☐ A projected and explained Over-run
- ☐ A significant or unpredicted Over-run

Comments:

### d. MANAGEMENT OF KEY PERSONNEL

1. Did the contractor attract and retain the quality and quantity of personnel it proposed?

- ☐ Key personnel positions were consistently filled with highly qualified personnel
- ☐ Key personnel positions met or exceeded contract personnel qualifications
- ☐ Contractor provided sufficient well qualified personnel to provide satisfactory performance
- ☐ Contractor had some difficulties hiring/retaining personnel which impacted performance
- ☐ Employee turnover or inexperience caused many performance problems

2. Did the contractor commit adequate resources to meet the requirements of the contract?

- ☐ Demonstrated knowledgeable, aggressive and proactive resource allocation
- ☐ Committed more than adequate resources
- ☐ Committed adequate resources
- ☐ Committed resources only after explicitly directed to do so.
- ☐ Lack of adequate resources caused recurring problems.

Comments:

### e. BUSINESS RELATIONS.

1. To what extent was the contractor cooperative in identifying and resolving problems? Did the contractor identify the problem and recommend a feasible solution?

- ☐ Exceptional, anticipated and avoided problems.
- ☐ Very cooperative, minor problems but corrective actions were effective.
- ☐ Cooperative, some minor problems but corrective actions were satisfactory
- ☐ Cooperative only after being prompted, serious problems with incomplete corrective actions
- ☐ Uncooperative, serious problems with ineffective or no corrective action

Comments:

## PAST PERFORMANCE QUESTIONNAIRE

2. Was a small business subcontracting plan required? ( ) yes ( ) no  
If yes, how well did the contractor's actual subcontracting awards compare to the goals?

- ( ) Met all the goals and exceeded many, demonstrated an aggressive small business program  
( ) Met goals and exceeded some, demonstrated a commitment to small business program  
( ) Met goals and/or demonstrated a good faith effort to achieve small business plan goals  
( ) Did not meet some goals  
( ) Did not meet goals, appeared to be a lack of good faith in awarding to small business

Comments:

### f. CUSTOMER SATISFACTION.

1. Describe your level of satisfaction with this contractor's overall performance.

- ( ) Routinely exceeded expectations – more than met program/project requirements  
( ) Met expectations and exceeded some expectations  
( ) Met expectations  
( ) Did not meet some expectations  
( ) Did not meet most expectations

Comments: Would you describe the contractor as proactive or responsive? Why?

2. Would you work with this contractor again?

- ( ) Definitely  
( ) Probably would  
( ) Probably would not  
( ) Never again

g. **PERFORMANCE FEEDBACK.** What method have you used to provide feedback to the contractor on its performance?

### h. TERMINATION HISTORY.

1. Has this contract been partially or completely terminated for default or convenience?

- ( ) YES (explain) ( ) NO ( ) DEFAULT ( ) CONVENIENCE

Comments:

## PAST PERFORMANCE QUESTIONNAIRE

**h. OTHER COMMENTS THAT YOU MAY DEEM BENEFICIAL TO SOURCE SELECTION:**

**THANK YOU FOR TAKING THE TIME TO PROVIDE US THIS IMPORTANT INFORMATION! WE MAY CALL YOU TO CLARIFY OR EXPAND SOME OF YOUR ANSWERS, BUT WON'T TAKE MUCH MORE OF YOUR TIME. THANKS AGAIN!**